

Service Area Plan

Department of General Services

Statewide Engineering and Architectural Services (74107)

Service Area Background Information

Service Area Description

This service area provides the professional and administrative staff support for the Director of the Division of Engineering and Buildings in his legislatively-mandated role as the Building Official for State Buildings. This service area also provides assistance to the Department of Planning and Budget for capital budget development and for administration of the Commonwealth's capital outlay process.

Service Area Alignment to Mission

This service area aligns directly with DGS's mission to provide quality, cost-effective, timely, safe and secure services to other government entities. Specific examples:

- A centralized staff of professional architects and engineers provides cost-effective review services to other State agencies by reducing the overhead which would be associated with numerous agency-based review groups.
- Interpretation and application of building codes by independent 3rd party centralized staff removes bias from the review process to help assure the safety and security of building occupants. (Agency-based review groups may be subject to schedule and other pressures to "short cut" the plan review process, possibly placing building occupants at a greater risk.)
- BCOM performs project review services on a full-time basis and for a wide variety of projects. This centralized group routinely encounters and addresses complex code issues. The frequency and variety of code issues contributes to a knowledge base which allows a centralized group to react in a timely and efficient manner to similar issues.
- With several professionals in each discipline, complex code issues can be discussed and uniform interpretations developed to ensure quality review services.

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Service Area Statutory Authority

- §36-98.1 of the Code of Virginia states the Department of General Services, acting through the Division of Engineering and Buildings, shall function as the building official for state-owned buildings. It further states the Department shall review and approve plans and specifications, grant modifications, and establish such rules and regulations as may be necessary to implement this section. Furthermore, DGS shall provide for the inspection of state-owned buildings and enforcement of the Building Code and standards for access by the physically handicapped by delegating inspection and Building Code enforcement duties to the State Fire Marshal's Office, to other appropriate state agencies having needed expertise, and to local building departments.
- §2.2-1132 of the Code of Virginia defines the authority for the Division of Engineering and Buildings to provide assistance in the:
 - administration of capital outlay construction projects,
 - review and approval of plans and specifications, and
 - acceptance of completed projects.
- Section 2.2-1132 also gives the Division of Engineering and Buildings the authority to establish standards for construction by the Commonwealth, and with the advice of the Attorney General, the authority to establish standard contract provisions and procedures for the procurement and administration of construction and for the procurement and administration of architectural and engineering services relating to construction, which shall be used by all departments, agencies, and institutions of the Commonwealth.
- Part 2, §2-0 of the Appropriation Act defines DGS's authority for the review of capital projects plans and estimates to ensure agencies avoid unnecessary expenditures. The purpose of these reviews is to ensure overall project costs are reasonable in relation to the purpose intended, regardless of discrete design choices.

Service Area Customer Base

Customer(s)	Served	Potential
• Indirect customers are the various architects, engineers, designers, contractors, consultants, and others who provide professional and construction services to these agencies.	0	0
• Other customers served on an occasional basis are certain third parties (e.g., Verizon, Sprint, Subway, etc.) who may require Permits or Certificates for construction on State property or renovations to facilities they lease from State Agencies.	0	0
• Other important indirect customers are the building occupants who may vary from agency staff, college students, prisoners, mental health patients, the Governor, Legislature, and the public at large.	0	0
3rd Parties Leasing Property from Agencies (quantity varies)	10	0
Building Occupants (quantity not precisely known)	1,000,000	0
Commonwealth of Virginia Agencies and Institutions	70	100
Contractors (quantity not precisely known)	1,000	0
Design and Other Consultants (quantity not precisely known)	100	0

Anticipated Changes In Service Area Customer Base

As a result of the "Restructured Higher Education Financial and Administrative Operations Act" certain existing State educational institution customers are expected to pursue independent authority for certain capital outlay and building official functions over time.

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Service Area Partners

Department of Housing and Community Development

- BCOM also works closely with the Department of Housing and Community Development, in particular the State Fire Marshal's Office (SFMO), to assure projects are adequately inspected and code deficiencies are corrected before issuance of Certificates of Use and Occupancy. While SFMO inspections generally concentrate on fire alarm, sprinklers, and exiting/egress issues, DEB/BCOM performs multi-discipline substantial completion inspections.

Service Area Partners

Department of Planning and Budget

- BCOM works closely with the Department of Planning & Budget to help assure State facilities are adequately funded, project budgets and scope are clearly defined and managed, and the proper authorizations are obtained. Assistance is also provided to the House Appropriations and Senate Finance Committee staff on capital outlay and building official issues.

Service Area Partners

DPB and Capital Budget Request (CBR) review process

- BCOM's project review workload has been at peak levels during the past Fiscal Year. There are no specific indications that this level of activity will diminish in FY06. To meet obligations to assist DPB in the Capital Budget Request (CBR) review process, BCOM will be partnering with private sector cost consultants to provide the review and recommendation of construction budgets for DPB. (DPB recently approved this outsourcing as current BCOM staffing is insufficient to accommodate this seasonal activity.)

Service Area Partners

General Assembly Committees (assist HAC and SFC staff)

Service Area Partners

Independent Cost Consultants

Service Area Products and Services

- Technical Assistance to Agencies and Localities
- Bureau Administrative Services
- Building Official Technical and Administrative Support Services
- Project Review & Inspection Services
- Emergency Support Services
- Capital Outlay Administrative Support Services
- Training Services
- Art and Architectural Review Board, Design Build-Construction Management Review Board, and Virginia Public Buildings Board. DGS Director's Office provides administrative support to these boards.

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Factors Impacting Service Area Products and Services

- **No Control Over Review Workload:** BCOM's primary service is the review of project plans and specifications to ensure compliance with the Virginia Uniform Statewide Building Code and other applicable regulations. This review service is performed on a "first in / first out" basis. The workload or level of activity of this service area is completely dependent upon the combined submission schedules of the submitting agencies.
- **Difficulty in Recruiting Qualified Staff:** Due to the high level of activity in the local construction market, BCOM has had difficulty in attracting experienced professional staff. Due to the experience needed to perform technically complex review services, entry-level architects and engineers are not acceptable candidates. Qualified, experienced professionals are difficult to find when the building sector is experiencing positive growth. Pay differentials between public and private sector also contribute to the difficulty in attracting qualified design professionals.
- **Adapting Services to Alternative Project Delivery Methods:** The service area's current organization and framework were developed to provide review and administrative services under the traditional design/bid/build methodology. Recently, agencies have expanded the use of alternative project delivery methods and procurement procedures, including Design/Build, CM-at-Risk, HECO, and PPEA. These alternatives methods add complexity to the project review, inspection, and capital outlay administrative processes.
- **Higher Education Restructuring Act:** Depending upon the specific provisions of negotiated management agreements, review activity for certain higher education agencies may lessen.
- **Loss of Key Staff:** With the retirement of previous BCOM Director and extended disability of current BCOM Director, this service area has lost a considerable knowledge base. Four members (approx. 25%) of BCOM's current professional staff have in excess of 30 years of service each. With these retirements imminent, this service area will lose additional institutional knowledge.
- **Limited Backup at Key Positions:** For the level and quantity of services provided, BCOM is a small organization. While there is some level of backup/coverage in the Review Section, there is limited backup capability to the Program Manager, Program/Fiscal Review Manager, and Acting Director.
- **Agencies Unable or Unwilling to Perform Required Owner Inspections:** The Code requires certain inspections by the Owner. Due to the unwillingness or inability of certain agencies to perform such inspections, this service area must dedicate additional attention to these agencies.
- **DHCD Certification:** In addition to professional licensure, the BCOM professional staff will be pursuing additional certification for plans review and project inspection. Although, current BCOM staff is "grandfathered" from this required training for Building Official groups within the Commonwealth, this additional certification is desirable. Depending upon the specific discipline, this extensive training will require up to 15 days of class time plus time for related examinations for the complete requirements. During FY06, BCOM plans are for all professional staff to complete the Core Module. DEB/BCOM will pursue pre-testing alternatives with DHCD.
- **Miscellaneous Productivity Impacts:** During FY06, BCOM will relocate offices. A subsequent relocation is scheduled for January, 2007. Although BCOM uses technology to a high degree, this service area nevertheless handles an extensive amount of paper – specifically, large scale plans and volumes of specifications and design narratives. These documents require extra pre and post-move effort and lost productivity. On a positive note, BCOM has seen some productivity improvement due to a dedicated server

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installed by DGS Information Systems and VITA. Downtime has been minimized with the use of this new server. Planned upgrades to Livelink/ Authorlink document management software should also improve productivity.

- DEB Director's Office Administrative Activity: Increase in construction projects by agencies has seen an increase in projects being presented to the Art and Architectural Review Board.

Anticipated Changes To Service Area Products and Services

- Increased Inspection Services: BCOM proposes an initiative to increase Building Official inspection activity during FY06. Specifically, BCOM proposes to perform intermediate inspections of mechanical, electrical, and plumbing systems before 'close-in', i.e., before systems are hidden by drywall and other finishes. Although BCOM typically has inspected jobs at project completion only, certain agencies (e.g., UVA, VCU, JMU, and GMU) have asked BCOM to perform these intermediate inspections for selected projects. These mid-project inspections are an inexpensive means for ensuring code compliance and for avoiding costly rework needed to correct code deficiencies discovered later in the project construction schedule.
- Uncertain Impact of Higher Education Management Agreements: As a result of the "Restructured Higher Education Financial and Administrative Operations Act" certain existing State educational institution customers are expected to pursue independent authority for certain capital outlay and building official functions over time. This potential decrease in review workload may be offset by increased workload due to increased spending by other agencies and increased project inspection activity.
- Records Identification and Administration: In order to accommodate both design/bid/build projects and alternative delivery methods, BCOM proposes to establish a consistent method for identifying construction document bid sets. Specifically, the Building Official or designee will affix a signature to all construction documents to clearly denote these sets have been approved for construction. While this service area will incur additional shipping costs and administrative cost, this identification is a VUSBC requirement. Implementation of the newly-approved Records Retention and Destruction Schedule for Building Official documents is another mandated and necessary change. To more effectively administer these records management functions, BCOM recently hired a temporary employee to classify, file, ship, and dispose of drawing, specifications, and other paper documents. BCOM intends to create a full-time classified position to handle these and related administrative duties.
- DEB Director's Office Administrative Activity: With the number of projects being presented to the Art and Architectural Review Board increasing, the amount of time spent administratively supporting the Board increases.

Service Area Financial Summary

This Service Area operates as an internal service fund. It receives revenue from fees collected for review services performed.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$410,107	\$0	\$410,107	\$0
Changes To Base	\$47,000	\$0	\$47,000	\$0
SERVICE AREA TOTAL	\$457,107	\$0	\$457,107	\$0

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Service Area Objectives, Measures, and Strategies

Objective 74107.01

Complete project reviews in a timely manner.

Provide quality, time-effective reviews of projects for compliance with building codes and other applicable standards, regulations, and guidelines to assure the safety of building occupants, visitors, and general public and to assure the long-term viability of the Commonwealth's building assets.

This Objective Supports the Following Agency Goals:

- Strengthen our customers' safety and security condition
- Provide cost effective and efficient services
- Effectively develop, manage, and preserve state resources

This Objective Has The Following Measure(s):

- **Measure 74107.01.01**

Percent of Building Official review submissions completed within 14, 21 and 28 days of receipt.

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: Past 12 months (June 1, 2004 to May 31, 2005) performance.

79.3% of submittals were completed within 14 days; 95.9% of submittals were completed within 21 days; 99.0% were completed within 28 days.

Measure Target: Complete 85% within 14 days; complete 95% within 21 days; complete 100% within 28 days.

Measure Source and Calculation:

The data source will be the submittal data tracked by the service area's Building Information Tracking System (BITS). Each submittal is currently logged into the system upon receipt. The submittal type and receipt dates are entered as well as other summary data. When the submittals are complete, that information is also captured by the BITS system. For the applicable submittal types, the number of submittals completed in a quarter will be reported. This information will be further subdivided by the number of days from submittal receipt to submittal completion (e.g., 98 submittals completed in 10 days, 50 submittals completed in 11 days, etc.). This information will be summarized for the reporting intervals (e.g., 500 submittals completed in 14 days or less, 750 submittals completed in 21 days or less) and the percentages computed (e.g., 88% of submittals completed in 14 days or less, 96% of submittals completed in 21 days or less).

Objective 74107.01 Has the Following Strategies:

- Fill vacant professional positions.
- Hire additional staff.
- Outsource selected reviews to IBTS (Institute for Building Technology & Safety) or other quasi-government entities.

Objective 74107.02

Complete project inspections in a timely manner.

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Provide quality, time-effective inspections of projects for compliance with building codes and other applicable standards, regulations, and guidelines to assure the safety of building occupants, visitors, and general public and to assure the long-term viability of the Commonwealth's building assets.

This Objective Supports the Following Agency Goals:

- Strengthen our customers' safety and security condition
- Provide cost effective and efficient services
- Effectively develop, manage, and preserve state resources

This Objective Has The Following Measure(s):

- **Measure 74107.02.01**

Percent of Building Official inspections completed within one week of agency need date.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: New objective.

Measure Target: Perform 90% of inspections within 1 week of agency "need date".

Measure Source and Calculation:

The data source will be the inspection data tracked by the service area's Building Information Tracking System (BITS). Each inspection is currently logged into the system upon notification from the Lead Review. Remarks will be entered by Lead Reviewer to indicate if an inspection had to be rescheduled by BCOM rather than agency. At the close of reporting period, total inspections will be tabulated. Those inspections with Remarks indicating a rescheduled inspection greater than 1 week beyond agency's "need date" will also be calculated. Percentage will be calculated as follows: $(\text{Total Inspections} - \text{BCOM Rescheduled Inspections}^*) / \text{Total Inspections} = \% \text{ "on-time" Inspections}$.

* - rescheduled greater than 1 week beyond agency "need date"

Objective 74107.02 Has the Following Strategies:

- Fill vacant professional positions and hiring additional staff should help ensure successful implementation of this objective.

Objective 74107.03

Continue professional administrative support to the Boards as defined by the Code of Virginia.

The administrative support provided varies for each Board supported.

- The Art and Architectural Review Board is the most active board supported by the Division. Monthly meetings are held and therefore monthly agendas transmitted to the various personnel at agencies presenting projects to the Board. The monthly meeting minutes are transmitted to each presenter after they have been prepared. Both the minutes and agenda are posted to the Commonwealth Calendar for public viewing. Prior to each monthly meeting, the Division sends out the submittal packages to the Board members for their use and review.

- The Design Build/Construction Management Review Board requires administrative support usually in the form of posting the meetings on the Commonwealth Calendar and notifying members of the meetings and/or cancellation of the meetings. This Board meets only when a request for a Design Build/Construction Management project has been submitted for review by the Board.

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• The above mentioned boards and three other boards are supported administratively yearly by the Division Director's office by the mailing and tracking the Financial Disclosure Statements and Statements of Economic Interests to all board members (working with the Secretary of the Commonwealth's office). The other three boards are:

- Virginia Public Buildings Board
- Capitol Square Preservation Council
- Citizens Advisory Council for Furnishing and Interpreting the Executive Mansion.

This Objective Supports the Following Agency Goals:

- Improve our customers' business processes

This Objective Has The Following Measure(s):

- **Measure 74107.03.01**

Amount of administrative support time required to support the various boards.

Measure Type: Input

Measure Frequency: Annually

Measure Baseline: 10% of administrative employee's time is spent performing this objective.

Measure Target: Maintain the level of support provide,

Measure Source and Calculation:

The data for this measure will be captured by keeping a time log of the amount of time spent supporting the boards each month.

Objective 74107.03 Has the Following Strategies:

- Continue with professional administrative support to the boards.